



Complete Summary

TITLE

Patients' satisfaction with care: parent's/guardian's overall rating of their child's doctor.

SOURCE(S)

Agency for Healthcare Research and Quality (AHRQ). CAHPS® clinician & group survey and reporting kit 2008. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2008. various p.

Measure Domain

PRIMARY MEASURE DOMAIN

Patient Experience

The validity of measures depends on how they are built. By examining the key building blocks of a measure, you can assess its validity for your purpose. For more information, visit the [Measure Validity](#) page.

SECONDARY MEASURE DOMAIN

Does not apply to this measure

Brief Abstract

DESCRIPTION

This measure is used to assess parents'/guardians' perceptions of their child's doctor. Parents rate their child's doctor on a scale from 0 to 10, where 0 is the worst doctor possible and 10 is the best doctor possible on the CAHPS Clinician & Group Survey Child Primary Care Questionnaire 2.0. Responses are grouped by rating: percentages are reported for ratings of 9 and 10, 7 and 8, and 6 and lower. Please note that there is another version of the survey: [CAHPS Clinician & Group Survey Child Primary Care Questionnaire 2.0 \(Beta\)](#).

Note: The percentage of ratings for the group 9 and 10 is used for consumer-level reporting; higher percentages indicate better quality. Additionally, frequency distributions encompassing all groups of ratings (i.e., 9 and 10, 7 and 8, 6 or lower) are available for plans or providers to use for quality improvement purposes.

RATIONALE

The CAHPS Clinician & Group Survey refers to three instruments that ask patients about their experiences with doctors and their office staff. The Child Primary Care Questionnaire 2.0 captures the parents'/guardians' perspective on the quality of care provided by primary care physicians to their children. This information is useful to physicians aiming to improve the patient-centeredness of the care they deliver as well as to patients trying to make informed decisions when selecting a physician.

PRIMARY CLINICAL COMPONENT

Child primary care; parents'/guardians' satisfaction with their child's doctor

DENOMINATOR DESCRIPTION

Patients age 17 years and younger whose parent/guardian answered the "Overall Rating" question on the CAHPS Clinician & Group Survey Child Primary Care Questionnaire 2.0 (see the "Description of Case Finding" and the "Denominator Inclusions/Exclusions" fields in the Complete Summary)

NUMERATOR DESCRIPTION

Parents'/Guardians' ratings of their child's doctor on a scale from 0 to 10, where 0 is the worst doctor possible and 10 is the best doctor possible (see the related "Numerator Inclusions/Exclusions" field in the Complete Summary)

Evidence Supporting the Measure

EVIDENCE SUPPORTING THE CRITERION OF QUALITY

- A formal consensus procedure involving experts in relevant clinical, methodological, and organizational sciences
- Focus groups

Evidence Supporting Need for the Measure

NEED FOR THE MEASURE

Unspecified

State of Use of the Measure

STATE OF USE

Current routine use

CURRENT USE

Accreditation
Decision-making by businesses about health-plan purchasing

Decision-making by consumers about health plan/provider choice
External oversight/State government program
External oversight/Veterans Health Administration
Internal quality improvement
Quality of care research

Application of Measure in its Current Use

CARE SETTING

Physician Group Practices/Clinics

PROFESSIONALS RESPONSIBLE FOR HEALTH CARE

Physicians

LOWEST LEVEL OF HEALTH CARE DELIVERY ADDRESSED

Individual Clinicians

TARGET POPULATION AGE

Age less than or equal to 17 years

TARGET POPULATION GENDER

Either male or female

STRATIFICATION BY VULNERABLE POPULATIONS

Unspecified

Characteristics of the Primary Clinical Component

INCIDENCE/PREVALENCE

Unspecified

ASSOCIATION WITH VULNERABLE POPULATIONS

Unspecified

BURDEN OF ILLNESS

Unspecified

UTILIZATION

Unspecified

COSTS

Unspecified

Institute of Medicine National Healthcare Quality Report Categories

IOM CARE NEED

Getting Better
Living with Illness
Staying Healthy

IOM DOMAIN

Patient-centeredness

Data Collection for the Measure

CASE FINDING

Users of care only

DESCRIPTION OF CASE FINDING

Health plan members age 17 years and younger who are currently enrolled in the health plan (commercial, Medicaid, or Medicare) and who have had at least one visit to the primary care physician in the prior 12 months

DENOMINATOR SAMPLING FRAME

Patients associated with provider

DENOMINATOR INCLUSIONS/EXCLUSIONS

Inclusions

Patients age 17 years and younger whose parent/guardian answered the "Overall Rating" question on the CAHPS Clinician & Group Survey Child Primary Care Questionnaire 2.0. Include refusals, non-response, and bad addresses/phone numbers. See the "Description of Case Finding" field.

Exclusions

- Deceased
- Ineligible (did not receive care in the last 12 months)

RELATIONSHIP OF DENOMINATOR TO NUMERATOR

All cases in the denominator are equally eligible to appear in the numerator

DENOMINATOR (INDEX) EVENT

Encounter
Patient Characteristic

DENOMINATOR TIME WINDOW

Time window precedes index event

NUMERATOR INCLUSIONS/EXCLUSIONS

Parents'/Guardians' ratings of their child's doctor on a scale from 0 to 10, where 0 is the worst doctor possible and 10 is the best doctor possible

Responses are grouped by rating: percentages are reported for ratings of 9 and 10, 7 and 8, and 6 and lower. The higher percentage of ratings for the group 9 and 10 is associated with better quality.

Note: Include all completed questionnaires. A questionnaire is considered complete if responses are available for 21 or more of the 42 key survey items. Refer to the original measure documentation for more information.

Exclusions

Unspecified

MEASURE RESULTS UNDER CONTROL OF HEALTH CARE PROFESSIONALS, ORGANIZATIONS AND/OR POLICYMAKERS

The measure results are somewhat or substantially under the control of the health care professionals, organizations and/or policymakers to whom the measure applies.

NUMERATOR TIME WINDOW

Fixed time period

DATA SOURCE

Administrative data
Medical record
Patient survey

LEVEL OF DETERMINATION OF QUALITY

Not Individual Case

PRE-EXISTING INSTRUMENT USED

Unspecified

Computation of the Measure

SCORING

Non-weighted Score/Composite/Scale

INTERPRETATION OF SCORE

Better quality is associated with a higher score

ALLOWANCE FOR PATIENT FACTORS

Case-mix adjustment

DESCRIPTION OF ALLOWANCE FOR PATIENT FACTORS

CAHPS recommends adjusting the data for respondent age, education, and general health status.

STANDARD OF COMPARISON

External comparison at a point in time
External comparison of time trends
Internal time comparison

Evaluation of Measure Properties

EXTENT OF MEASURE TESTING

The Center for Survey Research (CSR) at the University of Massachusetts Boston, under the aegis of Yale Medical School's Department of Epidemiology and Public Health, developed and tested a revised version of this CAHPS instrument for children. This work was funded by The Commonwealth Fund.

The survey instrument underwent a multi-stage development process, including focus groups, cognitive interviews, a telephone pretest, and a field test. CSR received stakeholder input from the American Board of Pediatrics as well as from parents and guardians through their participation in the focus groups and cognitive interviews.

The questionnaire was field tested in Massachusetts by surveying parents or guardians of a sample of children (n=1,000) who had been seen at a doctor's office in the previous 12-month period. The mixed-mode, dual language (English and Spanish) field test included both mailed questionnaires and telephone administration.

EVIDENCE FOR RELIABILITY/VALIDITY TESTING

Agency for Healthcare Research and Quality (AHRQ). CAHPS® clinician & group survey and reporting kit 2008. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2008. various p.

Identifying Information

ORIGINAL TITLE

How people rated their doctor.

MEASURE COLLECTION

[CAHPS Clinician & Group Survey](#)

MEASURE SET NAME

[CAHPS Clinician & Group Survey, Child Primary Care Questionnaire 2.0](#)

SUBMITTER

Agency for Healthcare Research and Quality

DEVELOPER

Agency for Healthcare Research and Quality
CAHPS Consortium

FUNDING SOURCE(S)

The Commonwealth Fund

COMPOSITION OF THE GROUP THAT DEVELOPED THE MEASURE

The Yale School of Public Health, Agency for Healthcare Quality and Research (AHRQ), RAND, Westat, and The Commonwealth Fund.

FINANCIAL DISCLOSURES/OTHER POTENTIAL CONFLICTS OF INTEREST

None

ADAPTATION

Measure was not adapted from another source.

RELEASE DATE

2008 Sep

MEASURE STATUS

This is the current release of the measure.

SOURCE(S)

Agency for Healthcare Research and Quality (AHRQ). CAHPS® clinician & group survey and reporting kit 2008. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2008. various p.

MEASURE AVAILABILITY

The individual measure, "How People Rated Their Doctor," is published in the "CAHPS Clinician & Group Survey and Reporting Kit." This Kit may be downloaded at the [CAHPS Web site](#).

NQMC STATUS

This NQMC summary was completed by ECRI Institute on June 26, 2009. The information was verified by the measure developer on August 7, 2009.

COPYRIGHT STATEMENT

No copyright restrictions apply.

Disclaimer

NQMC DISCLAIMER

The National Quality Measures Clearinghouse™ (NQMC) does not develop, produce, approve, or endorse the measures represented on this site.

All measures summarized by NQMC and hosted on our site are produced under the auspices of medical specialty societies, relevant professional associations, public and private organizations, other government agencies, health care organizations or plans, individuals, and similar entities.

Measures represented on the NQMC Web site are submitted by measure developers, and are screened solely to determine that they meet the NQMC Inclusion Criteria which may be found at <http://www.qualitymeasures.ahrq.gov/about/inclusion.aspx>.

NQMC, AHRQ, and its contractor ECRI Institute make no warranties concerning the content or its reliability and/or validity of the quality measures and related materials represented on this site. The inclusion or hosting of measures in NQMC may not be used for advertising or commercial endorsement purposes.

Readers with questions regarding measure content are directed to contact the measure developer.

[Copyright/Permission Requests](#)

Date Modified: 9/14/2009

